



10-16-03

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AMENDMENT TRANSMITTAL LETTER

Docket No.
APB-022

Application No. 09/577232-Conf. #3633	Filing Date May 23, 2000	Examiner D. England	Art Unit 2143
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Applicant(s): Lundy Lewis

Invention: METHOD AND APPARATUS FOR SERVICE ANALYSIS IN SERVICE LEVEL MANAGEMENT (SLM)

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OCT 22 2003

TO THE COMMISSIONER FOR PATENTS

Transmitted herewith is an amendment in the above-identified application. Technology Center 2100
The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	Claims Remaining After Amendment	Highest Number Previously Paid	Number Extra Claims Present	Rate	
Total Claims	22	- 20 =	2	x 18.00	36.00
Independent Claims	4	- 3 =	1	x 86.00	86.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					
Other fee (please specify): Extension for response within third month					950.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT:					1,072.00

Large Entity

Small Entity

No additional fee is required for this amendment.

Please charge Deposit Account No. 12-0080 in the amount of \$ 1,072.00
A duplicate copy of this sheet is enclosed.

A check in the amount of \$ _____ to cover the filing fee is enclosed.

Payment by credit card. Form PTO-2038 is attached.

The Director is hereby authorized to charge and credit Deposit Account No. 12-0080
as described below. A duplicate copy of this sheet is enclosed.

Credit any overpayment.

Charge any additional filing or application processing fees required under 37 CFR 1.16 and 1.17.

David R. Burns

Dated: October 14, 2003

David R. Burns

Attorney Reg. No.: 46,590

LAHIVE & COCKFIELD, LLP
28 State Street
Boston, Massachusetts 02109
(617) 227-7400

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as Express Mail, Airbill No. EV309883261US, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.

Dated: October 14, 2003

Signature: David R. Burns (David R. Burns)



Use in lieu of PTO/SB/17 (08-03)
(Form updated to reflect FY 2004 fees effective 10/1/03)

FEE TRANSMITTAL for FY 2004

Effective 10/01/2003, Patent fees are subject to annual revision.

Applicant claims small entity status. See 37 CFR 1.27

TOTAL AMOUNT OF PAYMENT (\$ 1,072.00)

Complete if Known	
Application Number	09/577232-Conf. #3633
Filing Date	May 23, 2000
First Named Inventor	Lundy Lewis
Examiner Name	D. England
Art Unit	2143
Attorney Docket No.	APB-022

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METHOD OF PAYMENT (check all that apply)				FEE CALCULATION (continued)			
<input type="checkbox"/> Check	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Money Order	<input type="checkbox"/> Other	<input type="checkbox"/> None	3. ADDITIONAL FEES		
<input checked="" type="checkbox"/> Deposit Account:				Technology Center 2100			
Deposit Account Number	12-0080			Fee Code	Fee (\$)	Fee Description	Fee Paid
Deposit Account Name	Lahive & Cockfield, LLP			1051	130	2051 65 Surcharge - late filing fee or oath	
The Director is authorized to: (check all that apply)				1052	50	2052 25 Surcharge - late provisional filing fee or cover sheet.	
<input checked="" type="checkbox"/> Charge fee(s) indicated below <input checked="" type="checkbox"/> Credit any overpayments				1053	130	1053 130 Non-English specification	
<input checked="" type="checkbox"/> Charge any additional fee(s) during the pendency of this application				1812	2,520	1812 2,520 For filing a request for ex parte reexamination	
<input type="checkbox"/> Charge fee(s) indicated below, except for the filing fee to the above-identified deposit account.				1804	920*	1804 920* Requesting publication of SIR prior to Examiner action	
				1805	1,840*	1805 1,840* Requesting publication of SIR after Examiner action	
				1251	110	1251 110 Extension for reply within first month	
				1252	420	1252 420 Extension for reply within second month	
				1253	950	1253 950 Extension for reply within third month	950.00
				1254	1,480	1254 1,480 Extension for reply within fourth month	
				1255	2,010	1255 2,010 Extension for reply within fifth month	
				1401	330	1401 165 Notice of Appeal	
				1402	330	1402 165 Filing a brief in support of an appeal	
				1403	290	1403 145 Request for oral hearing	
				1451	1,510	1451 1,510 Petition to institute a public use proceeding	
				1452	110	1452 55 Petition to revive - unavoidable	
				1453	1,330	1453 665 Petition to revive - unintentional	
				1501	1,330	1501 665 Utility issue fee (or reissue)	
				1502	480	1502 2502 240 Design issue fee	
				1503	640	1503 320 Plant issue fee	
				1460	130	1460 130 Petitions to the Commissioner	
				1807	50	1807 50 Processing fee under 37 CFR 1.17(q)	
				1806	180	1806 180 Submission of Information Disclosure Stmt	
				8021	40	8021 40 Recording each patent assignment per property (times number of properties)	
				1809	770	1809 385 Filing a submission after final rejection (37 CFR 1.129(a))	
				1810	770	1810 385 For each additional invention to be examined (37CFR 1.129(b))	
				1801	770	1801 385 Request for Continued Examination (RCE)	
				1802	900	1802 900 Request for expedited examination of a design application	
Other fee (specify)				*Reduced by Basic Filing Fee Paid			SUBTOTAL (3) (\$ 950.00)
SUBTOTAL (2) (\$ 122.00)				*Reduced by Basic Filing Fee Paid			SUBTOTAL (3) (\$ 950.00)
**or number previously paid, if greater; For Reissues, see above							

SUBMITTED BY		(Complete if applicable)			
Name (Print/Type)	David R. Burns	Registration No. (Attorney/Agent)	46,590	Telephone	(617) 227-7400
Signature	<i>David R. Burns</i>			Date	October 14, 2003

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Dated: October 14, 2003

Signature: *David R. Burns* (David R. Burns)